

Setting Up an Account in Connectivity Director for Medicaid Billing Through WITS

Register an Account

1. Getting here: Go to <https://www.unitedhealthcarecd.com>. Click on **Request an Account**.
2. Click on **Yes, we generate X12 and/or HL7 files.**
3. Complete all fields on the Sign In Information and Account Security fields.
4. Choose an **Account Type** of **Provider**.
5. Enter the **agency tax identification** number in **Tax ID**. Enter the **National Provider ID** in the **NPI**. Enter the **agency tax identification** number in the **edidID**.
6. Choose **HTTPS Batch** on **Connectivity Type**.
7. Click **Next**.

The image shows two screenshots of the UnitedHealthcare Connectivity Director website. The top screenshot is the 'Sign In' page, and the bottom screenshot is the 'Before you register...' page. Red callouts with numbers 1 through 7 point to specific elements on the pages.


Top Screenshot: Sign In Page

- Callout 1:** Points to the 'Request an Account' link under the 'New to UnitedHealthcare?' section.
- Callout 2:** Points to the 'Yes, we generate X12 and/or HL7 files.' button under the 'Do you already generate X12 and/or HL7 files?' section.

Bottom Screenshot: Before you register... Page

- Callout 3:** Points to the 'Confirm Password' field.
- Callout 4:** Points to the 'Account Type: Provider' selection.
- Callout 5:** Points to the 'Tax ID: agency tax #', 'NPI: National Provider ID', and 'edidID: agency tax #' fields.
- Callout 6:** Points to the 'Connectivity Type' dropdown menu, which is set to 'HTTPS Batch'.
- Callout 7:** Points to the 'Next >>' button at the bottom right.

8. Click on **X12 5010**.
9. Click on the small box to the right of **837 Professional Claim**. Enter **1000** in the field to the right of the small box. Click **Next**.
10. When returned to the page in Step 8, click **Next**.
11. Complete fields on the **Submitter Information** and **Escalation Contact Information**.


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Connectivity Director

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1. Getting Started
 2. Transaction Types
 3. Contact Information
 4. Confirm & Submit

[Return to Sign In](#)
[Registration Help](#)

Request an Account - Transaction Standard/Version Selection
 Please select from the links below the standard/version type of transactions that you will be submitting and receiving.
 Note: You can select transaction types by both standards and/or versions.
 At least one transaction type must be completed to process your application. More can be added after your account has been confirmed.

HL7
 X12 5010

8

<< Previous
 to Getting Started

Please select a Transaction Standard to Continue
 Next >>
 to Contact Information

Request an Account - Version 5010 Transaction Types
 Please select transaction types by clicking on the check box and enter the appropriate number you plan to send/receive every month.
 *Required

X12 5010 Professional & Institutional
 837 Professional Claim
 837 Institutional Claim
 835 Professional and Institutional Remittance Advice

Estimated Monthly Transactions
☒ 1000
☐
☐

To receive Professional and Institutional 835s, you will need to enroll with United. [Click here](#) to display a document that includes more information and a form for 835 enrollment.

X12 5010 Batch Transactions
 270/271 Batch Eligibility
 276/277 Batch Claim Status Inquiry
 279 Batch Referral
 276 Batch Authorization
 276 Batch Notification
 278 Batch Health Care Services Review Inquiry/Response

Estimated Monthly Transactions
☐
☐
☐
☐
☐
☐

X12 5010 Real-Time Transactions
 270/271 Real-Time Eligibility
 276/277 Real-Time Claim Status Inquiry
 279 Real-Time Referral
 278 Real-Time Authorization
 278 Real-Time Notification
 278 Real-Time Health Care Services Review Inquiry/Response

Estimated Monthly Transactions
☐
☐
☐
☐
☐
☐

<< Previous

Next >>

Request an Account - Contact Information
 To complete and submit the registration form to request access. A confirmation will be sent within 24 hours by email or phone.
 *Required

Submitter

Contact* Billing Person
 Company Name* SUD Treatment Agency
 Address1* 123 Street
 Address2
 City* Boise
 State* Idaho
 Zip Code* 83701
 Format: ##### or #####-####
 Email* good4me@gmail.com
 Confirm Email* good4me@gmail.com
 Telephone* 208-888-8888
 Format: ###-###-#### (#####)
 Fax Number 208-999-9999
 Format: ###-###-####

Ext.

Escalation Contact Information

Escalation Contact Name* Billing Manager
 Escalation Contact Email* notgood4me@gmail.com
 Escalation Contact Telephone* 208-555-5555
 Format: ###-###-#### (#####)
 Escalation Contact Preference ☒ Phone ☐ Email
 How do you prefer to be contacted?

Ext.

2

12. Add **WITS Help Desk** to the **Technical Contact Name**. Add dbhwitshd@dhw.idaho.gov to the **Technical Contact Email**. Add **208-332-7316** to the **Technical Contact Telephone**. Choose **Email** as the **Technical Contact Preferences**.

13. The **EDI Contact Information** defaults to the billing contact. If you want to change the default contact, uncheck the box stating **"Please select if your Submitter and EDI Contact information are the same"** and complete all fields with the desired contact.

14. The **Backup Contact Information** defaults to the billing contact. If you want to change the default contact, uncheck the box stating **"Please select if your Submitter and EDI Contact information are the same"** and complete all fields with the desired contact.

15. Click **Next**.

16. Add an **Electronic Signature** by adding **"=Name of Person="**. Click **Submit**.

The screenshot shows a multi-step web form titled "Request an Account - Confirm & Submit". It contains four main sections: "Technical Contact Information", "EDI Contact Information", "Backup Contact Information", and "Service Agreement".

- Technical Contact Information (Callout 12):** Includes fields for Name (WITS Help Desk), Email (dbhwitshd@dhw.idaho.gov), Telephone (208-332-7316), and a preference for Phone or Email. A red circle highlights the "Email" radio button.
- EDI Contact Information (Callout 13):** Includes fields for Name (Billing Person), Email (good4me@gmail.com), Telephone (208-888-8888), and a preference for Phone or Email. A red circle highlights the "Email" radio button.
- Backup Contact Information (Callout 14):** Includes fields for Name (Billing Person), Email (good4me@gmail.com), Telephone (208-888-8888), and a preference for Phone or Email. A red circle highlights the "Email" radio button.
- Service Agreement (Callout 16):** Includes a "PGP Public Key" field and an "Electronic Signature" field. The signature field contains the text "=John Doe=". A red circle highlights the signature field.

Navigation buttons include "<< Previous", "Next >>", and "Submit".

17. Click **OK**. You will receive a confirmation by email or phone call within 24 hours.

18. Contact the WITS Help Desk for an 837 test file to submit to Connectivity Director, OR create actual Encounters in WITS. **If using the test file**, do a find and replace to change all Tax ID and NPI numbers on the 837 test file to reflect your agency Tax ID and NPI numbers. **If creating actual Encounters in WITS**, follow instructions for billing Medicaid in WITS. Save the file on your machine where you can locate it.

19. Login to Connectivity Director.

The image shows two screenshots of the UnitedHealthcare Connectivity Director interface. The top screenshot displays a confirmation message: "Your request has been submitted. Thank you for submitting a request for an account. Within 24 hours you will receive a confirmation by email or phone. Please contact us if you have any questions." A red circle with the number 17 is placed over the "OK" button. The bottom screenshot shows the "UnitedHealthcare Sign In" page. A red circle with the number 19 is placed over the "Sign In" button. The page includes fields for "Username" and "Password", a "Sign In" button, and links for "Forgot Your Username or Password?" and "Sign In Help". Below the sign-in section, there is a "New to UnitedHealthcare?" section with a "Request an Account" link. To the right, there is a "Quick Links" section with "Information Available..." and a "Key Benefits" section with two bullet points: "24/7 automated self registration & testing" and "Easy to use Graphical User Interface". The UnitedHealthcare logo and "Healing health care. Together." tagline are at the top. The "Connectivity Director" title is on the right. A "Support | Contact Us" link is in the top right corner. A "CERTIFIED CORE Phase II HEALTH PLAN" logo is also visible.

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Connectivity Director

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UnitedHealthcare Sign In

Username:

Password:

[Sign In](#)

[Forgot Your Username or Password?](#)

[Sign In Help](#)

New to UnitedHealthcare?

[Request an Account](#)

After you have registered for an account at UnitedHealthcare Connectivity Director, you will be able to...

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Connectivity Director

[Sign In](#)

Thank you to securely protect your data and other files with us. You must register in order to access UnitedHealthcare Connectivity Director.

[CERTIFIED CORE Phase II HEALTH PLAN](#)
A CACQH Initiative

Quick Links

[Information Available...](#)

Key Benefits

- 24/7 automated self registration & testing
- Easy to use Graphical User Interface

Upload an 837 Test File to Connectivity Director

1. Upload the 837 test file to Connectivity Director by clicking on Browse under Submit a File on the Home page, locating the file saved in step 18 above, and clicking Submit.
2. Verify that the 837 test file was accepted by Connectivity Director by clicking on the Submissions tab. There will be a message stating the 837 file was accepted or rejected.
3. Go to Transaction Types and X12 5010. Change the Status from Test to Production.

NOTE: Please contact the WITS Help Desk if the 837 test file is rejected

